

Phone: (785) 296-7474 Fax: (785) 368-6294

Amber Shultz, Acting Secretary

• Digitized appeals

data entry

• Deployed Interactive Voice Response phone system

2010

Laura Kelly, Governor

## **KDOL Modernization History (2002-2010)**

 Initial distribution to Kansas of federal Reed Act funds 2002 • Governor Sebelius & legislature authorize \$21 million in bonds to fund rewrite of benefits system 2005 • In October, KDOL submits a detailed project plan and receives approval from the **CITO**  Additional allocation of \$26 million on Reed Act funds to Kansas to complete modernization 2007 Consolidated 3 call center locations into one Unemployment Insurance Contact Center Moved servers into a VMWare virtual server environment • Implemented use of a fax server to convert incoming faxes to e-documents 2008 • Replaced paper checks with debit cards (increases efficiency and delivers benefits more quickly) • Automatic registration for KansasWorks job postings and re-employment services 2009 • Installed Oracle Public Sector/Siebel for case management New KDOL website and upgraded web portal • Moved employer data to Siebel • Added dynamic fact finding to initial caim application

• Implemented FileNet to streamline records storage and eliminate certain manual



Phone: (785) 296-7474 Fax: (785) 368-6294

Amber Shultz, Acting Secretary

Laura Kelly, Governor

## **KDOL Modernization History (2011-present)**

2011 • Under the new administration, KDOL ends modernization efforts • No progress is made on modernization • And major functions of the Unemployment Insurance Benefits system aren't updated and go out of support: 2011-• 2012: Rocket (software that connects the website to the mainframe) 2018 • 2014: FileNet (file storage and employer website documents) • 2015: SQL Server 2003 (underlying data for some systems) • 2015: Microsoft Windows Server 2003 (supports Socal Security Administration verification) • 2018: SolarWinds (monitors system resources) Governor Kelly orders KDOL (under leadership of Secretary Garcia) to 2019 begin drafting a new modernization plan Work includes travel to modernized states to review their technology Modernization plan stalls due to COVID-19 pandemic 2020 Acting Secretary Wright creates a specialized team to complete the modernization plan Feasibility Study Report is finalized and presented to KITO 2021 • RFP is put out for bid on April 1